

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: KANSAS

DATE: October 6, 2005

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

Program Year 2004 (July 1, 2004 through June 30, 2005)

Activities

In Program Year 2004, a total of 36,334 Unemployment Insurance (UI) claimants were registered for work. The Worker Profiling Reemployment System (WPRS) statistical model was used to identify those claimants who were most in need of staff assisted services to find employment. Funds received through the RES Grant were used to expand the quantity and improve the quality of services to these UI claimants. The following early intervention services were provided:

1. Conducted assessments to determine barriers to employment;
2. Determined eligibility for services provided by other One-Stop partners;
3. Developed employability plans to provide services customized to meet the claimant's specific needs;
4. Introduced claimants to Career Centers and provided instruction on the various on-line job searches, career guidance, and labor market information tools available;
5. Made job development contacts with appropriate based on behalf of claimants;
6. Matched and referred qualified claimants to jobs based on employer work requirements;
7. Obtained adequate information for work registration and to make referrals to employers;
8. Provided career guidance to help claimants identify alternative occupational choices; and
9. Provided job search assistance, such as workshops, self-help learning tools, and mock interviewing to enhance job-seeking skills.

Performance

At the beginning of the Program Year, each Workforce Center was provided a copy of the annual RES Plan along with individual office performance standards. Individual management reports were developed and sent to the Centers on a quarterly basis. The reports identified which activities exceeded quarterly benchmarks along with data showing which activities were below standard and what percent each targeted service exceeded or failed the standard. Each office was contacted individually to review the status of their activities and suggestions were made on ways to improve performance. The Workforce Centers were asked to develop individual corrective action plans that focused on performance measures that were missed during the quarter.

These plans focused on ways to improve the services provided to RES clients and resulted in improved performance not only in the missed measures but also in overall performance. This one-on-one approach to working with Center staff was successful in that each office significantly improved services by increasing the quality and quantity of the services provided. Each Center directed questions regarding the system or the performance reports to a central office staff person who assisted them in interpreting the reports and recommending strategies to increase the levels of service being provided. Efforts were increased to improve the referral mechanisms to WIA and other one-stop partner agencies. In the past, referrals were not made to these programs if slots were not immediately available. This procedure was changed to ensure RES clients who were determined eligible for other partner services were referred and placed in a pool of eligible clients. RES clients were then served as funds became available. This significantly improved the number of enrollments of RES clients into partner programs.

Performance Item	PY04	Performance Standard	Actual Performance
Total Eligible Claimants	36,334		
Received staff-assisted services	34,587	85%	95%
Career Guidance	4,642	7%	13%
Job Search Activities	30,191	80%	83%
Referred to Employment	9,931	25%	27%
Referred to WIA Services	2,546	4%	7%
Referred to Support Services	7,703	15%	21%